

CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND

Personnel Class Specification

DRUG COURT CASE MANAGER/RESOURCE SPECIALIST

DEFINITION OF CLASS

The Drug Court Case Manager/Resource Specialist is responsible for overseeing the ancillary service component of the drug court program. Employee is expected to have a thorough knowledge of Court organization, office practices, and make independent decisions in dealing with the public and employees. Information obtained in the course of the performance of these duties may be confidential or private in nature. The employee in this position must recognize that visitors to the Court may be under significant stress and ensure that they are treated with dignity and discretion as they obtain court-ordered services.

The incumbent reports to the Drug Court Coordinator and the Court Administrator and is responsible to the acting Drug Court Judges and/or Judicial Officers.

EXAMPLES OF ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Identify and recommend appropriate resources to minimize problems and develop a plan of action for services and follow up.
- Attend, and participate in, meetings to discuss various court-related issues including, but not limited to, drug court management, coordination of community services and procedural changes.
- Facilitate access to services and monitor participant progress.
- Complete weekly case notes, write agreements and weekly reports.
- Seek out, and write, grant proposals; and maintain necessary recordkeeping in accordance with grant requirements.

- Work in close cooperation with Judicial Officers, court personnel, prosecutors, defense attorneys, and staff from other social, health, education and related agencies to meet participant needs.
- Assess program and participant need, evaluate new resources and establish new contacts.
- Develop partnerships and be innovative with traditional services.
- Support participant needs and ability to manage caseload of fifty Drug Court participants.
- Facilitate problem solving in daily operations.
- Transport court files from one department to another within the Court.

This job description reflects management's assignment of essential functions. It does not prescribe or restrict additional various diversified tasks and assignments that may be required by the Court Administrator and/or Judicial Officers.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work the full-time standard Court work schedule of 8:00 a.m. to 5:00 p.m. (Monday through Friday) with flexibility to accommodate evening hours at least once weekly (currently Thursday evenings).
- Maintain a regular, punctual and reliable level of attendance.
- Ability to work independently and have high level interpersonal skills to handle sensitive and confidential situations.
- Knowledge and experience with regard to case management and ancillary services.
- Knowledge of clinical and criminal justice services and levels of care.
- Ability to communicate effectively, orally and in writing.
- Ability to exercise a high degree of judgment, tact, diplomacy, discretion, and competence in dealing with judges, attorneys, courts personnel, service providers, and drug court participants.
- Ability to facilitate meetings, give presentations and engage outside organizations to utilize services and to compose grant proposals.

- Ability to develop partnerships and foster a spirit of teamwork among participants; develop and supervise, community service and volunteer projects for participants and committees; and to bring people from different agencies together to accomplish the goals of the program.
- Ability to apply statutory requirements and to understand and comply with state and federal confidentiality laws concerning medical and substance abuse treatment.
- Ability to maintain good long-term working relationships within and outside the Judiciary.
- Ability to lift and transport stacks of court files to perform the essential functions of this position.
- Ability to handle multiple tasks and maintain a professional demeanor when dealing with court personnel and the public at all times.
- Ability to make decisions based on experience, good judgment, and established policies and procedures.
- Ability to set priorities and simultaneously process multiple duties and responsibilities.
- Conversational Spanish desirable but not required
- Knowledge of and ability to apply fundamentals of business English, spelling, grammar, punctuation, standard office practices and procedures.
- Excellent telephone manner and experience dealing with the public.
- Ability to develop and maintain collaborative and professional working relationships with court personnel and the public.

MINIMUM QUALIFICATIONS

- B.A. degree from an accredited college or university in social work, psychology, criminal justice, behavior management, public health, sociology, corrections or a related field with two years of fieldwork or case management experience to include project or program case management, in the field of addictions, human/family services, health services, public safety, law enforcement or corrections.
- Excellent oral communication skills and an even temperament are high priority considerations for this position.
- Superior writing skills and command of English are essential.

- Excellent organizational skills and customer service are of the highest priority as well as competence and temperament to communicate with the legal community, in-house court personnel, Drug Court participants, and the general public in a fast paced environment.
- Possession of a valid Maryland motor vehicle operator's license for job related duties.
- Must be available to work evening hours.
- An equivalent combination of education and experience may be substituted.

Note: This position **will not** act in a clinical capacity and supervision hours will not be offered if applicant requires clinical licensing hours. Licenses and Certificates are not a requirement for employment.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.

For application and further information, please visit the Circuit Court's website:

<http://www6.montgomerycountymd.gov/cihtml.asp?url=/content/circuitcourt/careers/index.asp>